

WATER AND SEWER DIVISION

2023 Annual Report

www.newportnh.gov/water-sewer-department

Water & Sewer Division Contacts

Superintendent: Joseph Branch

Working Foreman: Kurt Laurie

Utilities Technicians:

Gregory Swart & Stephen Daley

Questions, comments, suggestions	(603) 863-4271	Superintendent
Billing information and questions	(603) 863-8006	Billing Office
After hours emergency calls	(603) 863-3232	Emergency Dispatch



THE NEWPORT WATER DEPARTMENT is committed to providing its customers with quality water that meets or surpasses all state and federal standards for quality and safety. Drinking water is sampled and tested in accordance with state and federal requirements for over 150 different contaminants. The Town of Newport is fortunate to have clean and pure supplies of drinking water.

Water System Priorities are:

1. Providing adequate fire protection;
2. Ensure safe, reliable drinking water for all customers;
3. Ensure that contaminants do not exceed EPA standards;
4. Protection of water sources;
5. Maintaining a secure water distribution system;

2023 Major Tasks:

- Assisting Contractors with several projects around Town
- Lead and Copper Testing
- Sewer Line Repairs and Inspection
- Chemical Monitoring Waiver and Sanitary Survey
- Storage Tank Cleaning by Aqueos Solutions
- Jay Matuszewski, of Tri-State Backflow was contracted to test in-town backflow preventers
- Semi-annual Fire Hydrant flushing was performed in May and October



2023 Continuing Projects:



- Riverbend Pump Station Rehab and Upgrade
- Sewer inspection and cleaning
- Lead service inventory program
- New Sewer line installed at the common for future restroom use
- North Newport Well Development
- Unity Road Water Line Replacement
- Development Projects

River Bend Pump Station:



In the month of June, Weston and Sampson began the Rehabilitation Project of the Riverbend Sewer Pump Station, located in Newport NH. The scope of the work was to re-use the existing wet wells, add rails to raise and lower submersible pumps. A new, 6-way valve pit with a by-pass was also installed. A new enclosure was added to the property to house the new control systems.

Final completion of the project is expected to be early summer of 2024.

Please welcome to the fleet: Cues Crawler Camera



2023 saw the addition of a new Crawler Camera from Cues. With this new unit, staff located multiple defects in sewer lines on Church St and found connections that do not have access for maintenance. This unit is simple to operate and will be a major tool for



Newport's Sewers.

North Newport Well Development:

Progress on the North Newport well development is underway. Maher Drillings and Weston & Sampson performed test drilling on-site last year. Water levels are continuing to be monitored for production capability. A new Well conservation plan was reviewed and submitted to the New Hampshire Department of Environmental Services for approval.



Training, Certification and Staff Changes:

In 2023, Joseph Branch obtained his Grade II Water Treatment and Distribution licensing and was promoted to the role of Superintendent after the departure of John Jeacopello. Joseph has been with the Town for eleven years, nine years in

Water and Sewer. Stephen Daley transferred from Newport's Highway Division to the Water and Sewer Division. Stephen is a highly motivated worker, and a great addition to the team.

Emergency Work:



2023, we had our fair share of emergency work for the Water Division. In total there were nine water main breaks that occurred onto Unity Road, Oak, Summer, Sunapee, Cross Streets and Golf Drive.



IMPORTANT NOTICE

EPA Lead and Copper Rule Revisions:

Lead and Copper Rule Revisions (LCR)

Website: <https://www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule>

EPA require all water systems to develop a publicly available inventory of all public and private water service lines in the distribution system, which must be submitted to EPA by October 2024.

Newport Water Works will be submitting service line records of utility owned service lines and any record of the customer owned service lines. For staff to identify service lines, this may require in-person visits to verify water line material, or excavation at the curb-stop as a last resort. Customers are asked to participate in a Customer Service Line Verification.

Please find the survey on the final page of the Water Department report.

Thank you for your cooperation in this inventory reporting.

Annual Water Production Gallons:

	2021	2022	2023
Total Flow	160,063,269	169,902,695	177,676,268
Average Daily Flow	438,530	465,487	486,784
Maximum Daily Flow	809,863	457,000	1,066,438

Water & Sewer Department Operational Statistics:

DESCRIPTION	APPROX No's	DESCRIPTION	APPROX No's
Water Turned On	18	Real Estate Closing Final Read	53
Water Turned Off	16	Repairs to Curb Stops	7
Replace/Install Meters	16	Road Repairs	13
Frozen Meters	3	Check Meters for Accuracy/Leak	7
Meter Reads for Billing Inquiry	1	Sewer Camera Inspections	9
Water Quality Calls	5	Sewer repairs	7
Water Call-Ins	9	Filters Cleaned	8
Sewer Call-Ins	3	Hydrant Repairs	1
Dig Safes	214	Repairs to Manholes	4
New Water Services	4	New Sewer Services	2



“Accepting the Water and Sewer Superintendent position last year was a big decision for me. I want to thank the incredible people that work alongside me every day and hope that I can continue to serve the Town of Newport for many more years.”

~Joseph Branch
Newport Water Works Superintendent

2024 Consumer Confidence Report

Newport Water Works

EPA ID#1741010

What is a Consumer Confidence Report?

NOW IT COMES WITH A
LIST OF INGREDIENTS.



The Consumer Confidence Report (CCR) details the quality of your drinking water, where it comes from, and where you can get more information. This annual report documents all detected primary and secondary drinking water parameters, and compares them to their respective

standards known as Maximum Contaminant Levels (MCLs).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.

Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The US Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

What is the source of my drinking water?

Newport Water Works has two sources; Gilman Pond in Unity is our surface water supply, and Pollards Mill Well is our deep groundwater supply. The Gilman Pond Water Filtration Plant treats approximately .5 million gallons per day (MGD) and is the primary water source. The Pollard Mill Well is used as a supplemental source. Gilman Pond is a water source in Unity that has been Newport's primary water supply for over one-hundred years. The water in this source has exceptional clarity with visibility to 25 feet. Water from Gilman Pond is piped into our water treatment plant where the water goes through a process known as slow sand filtration. Slow sand filtration is one of the most reliable water treatment methods.

A small amount of chlorine is added to the water as a disinfectant before it enters the water system. Sodium silicate is also added during the water treatment process, to help prevent the corrosion of metal pipes.

Why are contaminants in my water?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be

obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Do I need to take special precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.

How can I get involved?

For more information about your drinking water, please call the Water & Sewer Superintendent, at 863-4271. Although we do not have specific dates for public participation events or meetings, feel free to contact us with any questions you may have.

- Please check out the Town of Newport's new website at www.newportnh.gov

Violations and Other information:

Newport Water Works had **no** violations in 2023.

What Can I do to save water?

Newport Water Works is a proud promotional partner with the US EPA WaterSense Program. WaterSense labeled products have the same or better performance than their water-wasting counterparts. Please consider upgrading toilets, faucets, showerheads, urinals, and irrigation controllers to ones that have the EPA WaterSense label. More information on these high-performance water saving devices can be found at www.epa.gov/watersense. Save some water, and possibly money on your water bill.

Definitions

Maximum Contaminant Level or **MCL**: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal or **MCLG**: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level or **MRDL**: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal or **MRDLG**: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Treatment Technique or **TT**: A required process intended to reduce the level of a contaminant in drinking water.

Abbreviations

BDL: Below Detection Limit

mg/L: milligrams per Liter

NA: Not Applicable

ND: Not Detectable at testing limit

NTU: Nephelometric Turbidity Unit

pCi/L: picoCurie per Liter

ppb: parts per billion

ppm: parts per million

RAA: Running Annual Average

TTHM: Total Trihalomethanes

UCMR: Unregulated Contaminant Monitoring Rule

ug/L: micrograms per Liter

Drinking Water Contaminants:

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water system is responsible for high quality drinking water, but cannot control the variety of materials used in your plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing cold water from your tap for at least 30 seconds before using water for drinking or cooking. Do not use hot water for drinking and cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://water.epa.gov/drink/info/lead/index.cfm>

SOURCE WATER ASSESSMENT SUMMARY:

DES prepared drinking water source assessment reports for all public water systems between 2000 and 2003 in an effort to assess the vulnerability of each of the state's public water supply sources. Included in the report is a map of each source water protection area, a list of potential and known contamination sources, and a summary of available protection options. The results of the assessment, prepared on **October 2002**, are noted below.

Gilman Pond Pollards Mill Well

High	0	2
Medium	1	3
Low	11	7

Please note: This Source Water Assessment is over fifteen years old and it is possible the risks may have changed. More information is available on the New Hampshire DES Drinking Water Source Assessment website;

<http://www.des.nh.gov/organization/divisions/water/dwgb/dwspp/dwsap.htm>

2024 Report (2023 data)**LEAD AND COPPER**

Contaminant (Units)	Action Level	90 th percentile sample value *	Date	# of sites above AL	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Copper (ppm)	1.3	0.88	10/05/23	0	NO	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.
Lead (ppb)	15	14	10/05/23	2	NO	Corrosion of household plumbing systems, erosion of natural deposits	(15 ppb in more than 5%) Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline (800-426-4791). (above 15 ppb) Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

DETECTED WATER QUALITY RESULTS

Contaminant (Units)	Level Detected*	MCL	MCL G	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Microbiological Contaminants						
<u>E. coli</u> Bacteria	0 NONE DETECTED	0	0	NO	Human and animal fecal waste	<u>E. coli</u> are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.
Turbidity (NTU)	0.064 Highest Avg. Measurement 0.216 Highest Monthly 100% Samples OK	TT max 1.0 NTU 95% of tests ≤ 0.3	N/A	NO	Soil runoff	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. Newport uses turbidity to measure how "cloudy" the water is before any treatment, and how "cloudy" it is after treatment. All surface water systems monitor this to determine how effective the treatment process and analytical equipment is.

Radioactive Contaminants						
Contaminant (Units)	Level Detected*	MCL	MCL G	Violation YES/NO	Likely Source of Contamination	Health Effects of Contaminant
Compliance Gross Alpha (pCi/L)	Level 1.2 (Site 502)	15	0	NO	Erosion of natural deposits	Certain minerals are radioactive and may emit a form of radiation know as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.
Combined Radium -226+ -228 (pCi/L)	Level 0.1 (Site 503)	5	0	NO	Erosion of natural deposits	Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.
Inorganic Contaminants						
Chlorine (ppm)	Range 0.2 – 1.50	MRDL = 4	MRD LG = 4	NO	Water additive used to control microbes	Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.
Barium (ppm)	Level 0.0047 (Site 503) Level 0.0080 (Site 502)	MCL= 2	MCL G= 2	NO	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.
Nitrate (as Nitrogen) (ppm)	Level 0.58 (Site 502) ND (site 503)	10	10	NO	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	(5 ppm through 10ppm) Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider. (Above 10 ppm) Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.
Volatile Organic Contaminants						
Haloacetic Acids (HAA5) (ppb)	Range 7.8 - 52 12.1 (Site 321) 11.5 (Site 322)	60	N/A	NO	By-product of drinking water disinfection	Some people who drink water containing Haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
Total Trihalomethanes (TTHM) (Bromodichloro-methane Bromoform Dibromochloro-methane Chloroform) (ppb)	Range 17-88 52.7 (Site # 321) 49.6 (Site #322)	80	N/A	NO	By-product of drinking water chlorination	Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

SECONDARY CONTAMINANTS

Additional Tests & Secondary MCLs (SMCL)	Results	Date	Treatment technique (if any)	AL (Action Level), SMCL or AGQS (Ambient groundwater quality standard)	Specific contaminant criteria and reason for monitoring
Chloride (ppm)	35 (Site 502) 9 (Site 503)	1/19/23 7/17/23	N/A	250 mg/L	Wastewater, road salt, water softeners, corrosion
Iron (ppm)	ND (Site 502)	1/19/23	N/A	0.3	Geological
Manganese (ppm)	ND (Site 503)	7/14/23	N/A	0.05	Geological
PH (ppm)	6.7 (Site 502) 7.4 (Site 503)	1/19/23 7/12/23	N/A	6.5-8.5	Precipitation and geology
Sodium (ppm)	19 (Site 502) 9.9 (Site 503)	1/19/23 7/17/23	N/A	100-250 ppm	We are required to regularly sample for sodium
Sulfate (ppm)	5 (Site 502) 2.7 (Site 503)	1/19/23 7/17/23	N/A	250 mg/L	Naturally occurring
Zinc (ppm)	ND (Site 502) ND (Site 503)	1/19/23 7/14/23	N/A	5 mg/L	Galvanized pipes

The Town of Newport would like to thank the following Organizations for being sample location hosts;

- NEWPORT SCHOOL DISTRICT SAU #43
 - STURM RUGER CO., INC.
 - LE WEED & SON
- SUMMERCREST SENIOR LIVING COMMUNITY
 - PARLIN FIELD AIRPORT
 - Z&W MACHINE





New Hampshire Department of Environmental Services

Water Service Line Identification Instructions

The New Hampshire Department of Environmental Services is working with Hazen and Sawyer to proactively comply with revisions the U.S. Environmental Protection Agency made to the Lead and Copper Rule. A new federal requirement, the updated rule applies to all water systems in the nation and requires an inventory of service line materials to ensure there is no lead. To that end, we are asking recipients of this notice to submit data regarding their service line material by following the instructions below.

WHAT YOU NEED TO HAVE ON HAND:



Smartphone



Magnet



Flashlight



Key



OR Coin



OR Screwdriver

- 1** Scan QR code with your smartphone

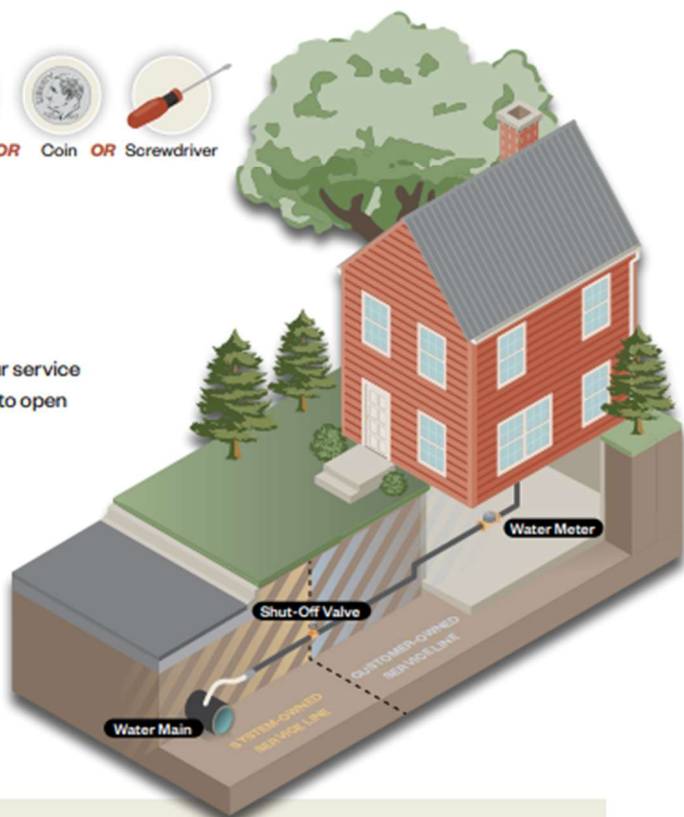


- 2** Follow the instructions on the map to locate your service line address. Select your address and click the link to open the material verification form.

- 3** Fill in fields as indicated on submission form.

Note: Fields marked with an asterisk are mandatory, meaning your submittal will not go through if left blank.

- 4** Follow these steps to identify your service line material



STEP 1. Locate your service line. The service line is typically located in the basement, crawlspace, beneath mobile home, or near the front of your property. You can also check the water meter. Inspect the area around the water meter. You should see a pipe connected to it – this is the water service line.

STEP 2. Using the key, coin, or other tool, lightly scratch your water service line as close to the wall as possible where it enters the home. Note the color.

STEP 3. Place a magnet on the pipe. Note if it does not stick.

STEP 4. Tap the pipe with a coin. Note the sound.
(Continued on the next page)







Hazen

New Hampshire Department of Environmental Services

Water Service Line Identification Instructions

STEP 5. Submit a photograph of the service line.

- Use a camera or smartphone to capture a clear and well-lit image of the service line material at the point it enters your wall.
- Upload the image. Click on the "Drop file here or select file" bar. Choose the file to upload (make sure it does not exceed 100MB in size).
- Type in a brief description of the file you uploaded. The description should include:
 - a. Where you located the service line
 - b. Not exceed more than 1,000 characters

PIPE MATERIAL				
	Copper	Galvanized	Lead	Plastic/HDPE/PVC
SCRATCH RESULT	Copper or orange	Dull gray	Shiny silver	Matches pipe surface
MAGNET RESULT	No	Yes	No	No
TAPPING RESULT	Metallic, ringing noise	Metallic, ringing noise	Dull noise	Dull, plastic noise

Should you have any questions, comments or concerns, please contact Joe Branch, Water Superintendent at (603) 863-4271 or via email at jbranch@newportnh.gov.